

## **Job Description Computer Technician**

Provide maintenance and support for computer hardware, software, and peripherals. The person in this position will perform general technical support functions, including physical installation, assembly, configuration and maintenance of the personal computer network. While working under the supervision of the Deputy Director of Information Technology, this person will work with a great deal of independence to establish daily and weekly workorder priorities and performs related work as required.

### **Examples of Key Duties:**

- Installs, configures and upgrades operating systems and software.
- Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required.
- Troubleshoots problems with computer systems, including hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required.
- Acts as a technical resource in assisting users to resolve problems with equipment and data; provides help desk functions to facilitate exchange of information and advice to fellow employees.
- Assists in instructing staff in the use of standard business and administrative software and hardware.
- Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network technology.
- Performs other duties of a similar nature or level.

### **Qualifications:**

- **Education and Experience:**

Equivalent to completion of two years of college-level coursework in computer science, information technology or a related field and two years of general computer installation, maintenance and repair experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

- **Licenses:**

Must possess and maintain a valid Massachusetts driver's license and a satisfactory driving record.

- **Physical Requirements and Working Conditions:**

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions, strength to lift and carry objects weighing up to 40 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.